

CORE- Mailroom Quality Assurance of Mailroom Processes

Purpose:

The Quality Analyst performs quality assurance checks on mail opening and prepping of documents. They also perform quality checks on items that are being reprocessed from the Reject Report and on internal resubmissions. The Quality Analyst will be trained on how to open, prep, and identify all of the various types of documents that come into the Iowa Medicaid Enterprise (IME) Mailroom. Proper training will ensure that quality work is being produced by the Quality Analyst.

Identification of Roles:

Quality Analyst and Operations Coordinator– conduct quality assurance checks on various mailroom processes

Operations Team Lead and Operations Manager – operate as a resource for Quality Analyst functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Perform quality checks on the mail opening processes as time permits.

- a. 100% of all documents prepped during the mail opening process by a person in training will be quality checked.
- b. Once a person is fully trained, quality assurance checks are performed 100% on the following documents:
 1. Wells Fargo Checks
 2. Point of Sale (POS) Checks
 3. Policy Mail
 4. Street Mail
 5. Items receiving a SURS Scan Job Coversheet
 6. Revenue Collections mail
 7. All Correspondence that receives a Barcode Page from Table 2
 8. Claims
- c. 100% of all documents prepped from the Reject Report will be quality checked.
- d. 100% of all documents from the internal resubmissions trays will be quality checked.

Step 2: Identifying errors

- a. Record any mail preparation mistakes
 1. Not removing a staple
 2. Missing a patch page
 3. Incorrectly filling out the scan job coversheet
 4. Wrong Julian Date used
- b. Bring any identification errors directly back to the person who prepped the mail when discovered.
 1. Discuss and record error if both people agree on the error
 2. Discuss error and bring discrepancies to the Operations Coordinator or Operations Team Lead if both people don't agree on the error

Step 3: Report created by Quality Analyst

- a. Log the total quantity
- b. Log the quantity that was quality checked
- c. Log the errors discovered

Step 4: Provide feedback to the Operations Coordinator and/or Operations Team Lead if the Quality Analyst identifies additional training is needed for an individual

Step 5: Help keep all training documentation current

Step 6: The Operations Team Lead will provide a monthly report to each person that was quality checked

Forms/Reports:

Core Mailroom QA form

RFP References:

5.2.2.3.4.11

Interfaces:

None

